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CHFS Focus Employee Spotlight: Benjamin Beaton, Jack-of-all-trades

Benjamin Beaton, Deputy Chief of Staff, says his new position is much like being a jack-of-all-trades. "On any given day, I may deal with the press, collaborate on legislative strategy and participate in administrative decision-making for the cabinet," he said.



Primarily Beaton is involved in administration, policy development, intergovernmental affairs and legislation, but he says his position touches on most of the issues related to the cabinet. And he's enjoying it.

"It's great coming to the office every day knowing that my work will influence the lives of people across Kentucky," he said. "And I appreciate the chance to work with - and learn from - Secretary Holsinger and Matt Bassett to achieve the goals set out by Governor Fletcher for the cabinet."

Born and reared in Paducah, Beaton got his interest in current events and government from his father, a long-time news anchor at WPSD-TV in Paducah. He took that interest to a higher level at Centre College in Danville where he was president of the College Republicans and sports section editor for the "Cento" student newspaper. He also spent a semester in Strasbourg, France, as part of the Centre-in-Strasbourg program, where he studied the European Union and wrote a travel journal for Centre's Website.

Beaton graduated summa cum laude with a bachelor's degree in government and earned the George Winston Welch Valedictorian Prize and the Samuel Robinson Cheek, Jr. Memorial Prize for the most outstanding student of government.

After graduation he became a Legislative Assistant to Congressman Ed Whitfield in Washington, D.C., where he had interned with Whitfield and the House Energy and Commerce Committee as a student. It was there that he first became associated with then-Congressman Fletcher as a volunteer in his primary campaign and then returned to Kentucky as McCracken County Voter Turnout Coordinator in the general election.

Beaton says he may one day go to law school to hone his policy and political skills. Meanwhile, he will continue to enjoy his work and, as an avid sports fan, to support UK and the St. Louis Cardinals, even though he's still "reeling from their devastating defeat in the World Series last fall."

CHFS Focus Program Spotlight: Making A Difference: OIG's Division of Health Care Facilities and Services

During observation of a meal service, a thin, frail woman was identified sitting in the dining room looking at her food, but not attempting to eat. After the surveyor approached her and asked her why she was not eating, the resident replied that she did not like the food that she was served.



After the surveyor intervened and instructed the facility to spend time with the resident and close family members to determine her likes and dislikes, the end result was that the resident was served food that she really preferred and after two months the resident had gained 8 pounds. That surveyor's watchful eye and willingness to take action certainly made a huge difference in the quality of life for that woman and her family.

This is just one of the ways that the Office of Inspector General's Division of Health Care Facilities and Services staff make daily, positive differences in the lives of Kentuckians.

"The public usually never hears about how the surveyors really do make a difference in the lives of many people in facilities. Most stories are usually about the negative findings that have been identified and the negative impact on the residents in nursing homes," says Jennifer Mitchell, director of OIG's Division of Health Care Facilities and Services.

"Division employees are very deserving of recognition and praise for their hard work and dedication." Making a difference in the lives of our Kentucky citizens that require health services is a very rewarding job, said Mitchell, who has over 22 years of experience in the health care industry, from nurse to surveyor and now as a division director. "I want all the staff to know that their hard work and dedication is recognized and appreciated."

The Division of Health Care Facilities and Services has a 145-person staff that is responsible for licensing and regulating all health care facilities and services in the commonwealth. There are currently 2,846 facilities and services that are licensed to provide 44 various types of health care such as hospitals and nursing facilities to outpatient clinics such as renal dialysis, rural health, laboratories and home health agencies.

The division is also responsible for investigating allegations of poor care and services and implementing

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sanctions for identified poor performance. Last year alone, division staff received and investigated 1,354 complaints. In addition, they monitor facilities and services through regular on-site surveys for compliance with state and federal requirements.

Health Care Facilities and Services employees work hard to meet survey timeframes and initiate appropriate action for non compliance.

“While we might not like to think about it, nearly everyone will be treated or reside in a health care facility sometime during their lifetime,” said CHFS Inspector General Robert J. Benvenuti, III. “With this in mind, the men and women of this division have a very real impact on all the citizens of Kentucky by ensuring regulatory compliance.”

There is a central office in Frankfort and four regional offices throughout the commonwealth in Hopkinsville, Lexington, London and Louisville with about 30 employees in each. The regional offices are headed by regional program managers, “who are very conscientious,” according to Mitchell.

In addition to the four regional offices, there are four other branches: Field Operations, Licensing and Data Review, Technical Support and Quality Standards. Job positions within the division range from administrative and clerical to human service surveyors to regional program managers.

Employees in this division usually have strong backgrounds in health care. “A survey team must have various backgrounds of expertise, such as registered nurses, pharmacists, dieticians, social workers, laboratory and life safety code surveyors,” says Mitchell. In addition, formal and continuing education is provided in-house for division staff. This includes federal and state regulation changes to keep employees abreast of the latest requirements. For example, there is training such as survey task training that teaches how to perform a survey, and complaints training that focuses on how to take and investigate complaints.

Mitchell has only the highest regard for division employees and the new Administration. “The fact that we have been able to increase the number of survey professionals through the current administration has allowed us the opportunity to address potential problems before they became severe. I believe this proactive approach will only continue to enhance the quality of care and services in our Kentucky facilities,” said Mitchell.

“I find it extremely impressive that these folks are willing to work at all hours of the day and night, often under very difficult and stressful situations, even though they have the

education and training that affords them many professional opportunities,” said Benvenuti.

In another case, a surveyor found a man sitting all alone, depressed and almost unresponsive. After review of the resident's usual and customary routine of his life prior to being placed in a nursing home, it was identified that the man was an artist and found great joy in painting landscapes and other outdoor scenes. Once this was identified by the surveyor, she addressed this with the facility and the family members.

Three weeks later, on the follow up visit, the resident was not in his room when the surveyor returned. Instead, she found him outside painting and laughing with other residents. And, although the surveyor thought about the long hard hours she worked each and every day, the travel and overnight stays away from her family, this one incident made it all worthwhile.

“Situations like those mentioned in this story occur frequently for the survey staff and many good deeds and interventions by the agency go unnoticed, says Mitchell. “But each surveyor can rest easier knowing that he or she does, indeed, make a difference and those differences enhance Kentuckians’ quality of life.”

Nominations sought for Paul T. Grannis award Award honors exemplary family services staff

By Anya Armes Weber

Nominations for the Paul T. Grannis award are sought this month by the Department for Community Based Services Commissioner’s Office.



The award honors the memory of Paul Grannis, a Fleming County family services worker who was killed on May 8, 1987, during a child protection investigation. Grannis received the award posthumously that year.

Regional employees in the family services series or supervisors with direct service experience are eligible for nomination.

Nominations must be limited to two pages and should include biographical information and a description of the exemplary work of the nominee.

Supervisors may nominate staff, and each region is to review its nominations and select one as the regional

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nominee. Regional nominations must be submitted by Thursday, Feb. 3.

A three-member review committee will review nominations with nominees' names, counties, regions and other identifying information deleted to ensure unbiased judging.

Nominees from each region and the Paul T. Grannis award winner will be recognized at a presentation at the May SRA/SRAA meeting. The meeting is tentatively scheduled for May 18 in Louisville.

"This award helps us remember how vital staff can be in assisting vulnerable families who may be near a breaking point," DCBS Commissioner Mike Robinson said. "In recognizing the work of our top field workers, we also honor Paul and his dedication to service."

Nominations must be sent to Marcia James at Marcia.james@ky.gov or at 275 E. Main St., 3W-A, Frankfort, KY 40621.

For more information about the nominating process, contact James at the above e-mail address or at (502) 564-3703.

UK partnership offers drug-endangered child training

By Anya Armes Weber



A free training seminar offered by the University of Kentucky may assist staff who help children from substance abusing families.

Four two-day "Drug Endangered Child" regional trainings begin next month and are scheduled across the state.

The trainings are sponsored by HEEL – UK's Health Education through Extension Leadership program, which promotes health and well-being and partners with many of the state's medical and health agencies.

The registration deadline is Friday, Feb. 4, and enrollment is limited.

This training is open to all emergency medical personnel, school nurses, law enforcement, protective services workers, prosecutors, victim's advocates and in-home health educators or care providers. Registrants will receive enrollment confirmation. Staff from the same community or region are encouraged to register together.

On the second day, a facilitated planning session is scheduled to help teams identify information and support needed to create and sustain an active drug-endangered child program within their communities.

Here are the training dates and locations:

- ◆ Feb. 28-March 1: Hazard, The Forum, 101 Bulldog Lane, (606) 436-3171
- ◆ March 3-4: Lexington, The Chrysalis Community Center, 1589 Hillrise Dr. (859) 255-0500
- ◆ March 7-8: Paducah, JR's Executive Inn Riverfront, 1 Executive Blvd., (270) 443-8000
- ◆ March 10-11: Bowling Green, Holiday Inn University Plaza, 1021 Wilkinson Trace, (270) 745-0088

Hours for all trainings will be 7:30 a.m. – 5 p.m. local time.

Continuing education credits will be offered in social work, leadership training, legal education, law enforcement and for EMTs and paramedics. Nurses may receive 14.4 contact hours.

For a registration form, supplemental materials, hotel accommodation suggestions and more information, log onto <http://www.ca.uky.edu/heel/materials.html#DEC>

Secretary's forums scheduled for February

By Anya Armes Weber

Mark your calendars: The next quarterly Secretary's Forums have been scheduled.

Secretary James W. Holsinger will speak to Frankfort staff next month at four forums.



Employees will hear about hot topics relating to the cabinet and will have the chance to ask questions.

Forums will be in the health services building's first-floor auditorium and are scheduled as follows:

- ◆ Tuesday, Feb. 22 -- 2 p.m. (supervisors)
- ◆ Wednesday, Feb. 23 -- 10 a.m.
- ◆ Thursday, Feb. 24 -- 2 p.m.
- ◆ Friday, Feb. 25 -- 10 a.m.

Regional staff will be able to find forum transcripts online and expect the chance to view a video of the event.

Summaries from last year's July and November forums are on the CHFS intranet. A video of the November event will soon be delivered to field offices.

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Training sessions will outline use of new state brand "Kentucky Unbridled Spirit"

Many of you have had questions as to the use of Kentucky's new brand, "Kentucky Unbridled Spirit."



Using the brand is important. Every piece of printed information can be viewed as an informational tool for the Commonwealth. Informing the user that Kentucky is a good place to live, work or vacation may encourage the end user to seek out more information on Kentucky. This may result in more jobs created and more tourists visiting Kentucky, which adds to the economic well being of the state.

Training sessions have been scheduled for anyone involved in placing the brand on cabinet materials. It is strongly recommended that at least one person from each Cabinet program attend. These sessions will be held as follows:

Wednesday, January 26:

- 10:00 a.m. - Department of Revenue, Training Room "A" 200 Fair Oaks Lane, 3rd floor.
- 1:00 p.m. - Cabinet for Health and Family Services Main Auditorium, 275 East Main Street
- 2:30 p.m. - Cabinet for Health and Family Services Main Auditorium, 275 East Main Street

If interested in attending, please reserve a spot by e-mailing Chad Harpole with New West at charpole@newwestagency.com or by phone: (502) 223-9833.

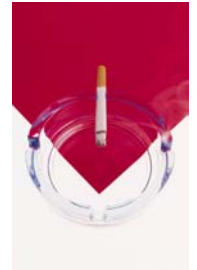
A few facts about brand placement:

- All stationery, business cards and envelopes will carry the new brand.
- All advertising and marketing materials will carry the brand.
- All brochures and informational materials for clients will carry the brand
- Finance Printing has been instructed to place the brand on all printed materials.
- All cabinets should use up existing stock before ordering materials containing the brand.
- The brand should be placed on each cabinet's Web site.
- Brand bumper stickers should be placed on all state vehicles.

In the coming weeks, guidelines will be issued concerning the creation and production of state brochures. Templates will be available, and all brochures will carry the brand, plus a brief state informational message. For additional brand details, contact kusgraphics@ky.gov.

Secondhand smoke is not a good deal

** The following information is from the American Lung Association. The footnote links provided will take you to their site for further information.*



Often things that we get secondhand are a real bargain like designer clothes from thrift shops for a fraction of the price or a great deal on a "pre-owned" vehicle. However, the same can not be said about secondhand smoke. It's offensive to nonsmokers, can cause serious illness, and sometimes death.

According to an article posted in November 2004 on the American Lung Association's website, workplaces nationwide are going smoke-free to provide clean indoor air and protect employees from the harmful, life-threatening effects of secondhand smoke. A recent Gallup poll shows that, 95 percent of Americans, smokers and nonsmokers, now believe companies should either ban smoking totally in the workplace or restrict it to separately ventilated areas.¹

- Employers have a legal right to restrict smoking in the workplace or to implement a totally smoke-free workplace policy. Exceptions may arise in the case of collective bargaining agreements with unions.²
- A smoking employee costs the employer at least 1,000 dollars per year in total excess direct and indirect health care costs, compared with a similar nonsmoking employee.³
- Some employers have been forcing smoking employees to pay higher premiums for medical coverage. However, no organization appears to keep statistics on those criteria.⁴
- Employers that hire smokers bear indirect costs, including more employee absenteeism, decreased productivity on the job and increased early retirement due to ill health.⁵
- Workers have been awarded unemployment, disability and worker's compensation benefits for illness and loss of work due to exposure to secondhand smoke.⁶
- Tobacco smoke is a major source of pollution in most indoor air environments, particularly office work sites, and has been classified as a Group A carcinogen by the U.S. EPA. Tobacco smoke contains over 4,000 chemicals, both gas and particulate matter.⁷
- The toxins in tobacco smoke kill over 440,000 people per year in the United States. Secondhand smoke causes over 3,000 lung cancer deaths annually, as well as exacerbation of lung disease in nonsmoking adults and respiratory problems in children. Secondhand smoke also

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causes 35,000 heart disease deaths in nonsmokers each year.⁸

- A recent study found that people who were exposed to smoke in the workplace were 17 percent more likely to develop lung cancer than those who were not exposed.⁹
- Involuntary smoking has many non-fatal but serious effects; breathing secondhand smoke makes the eyes and nose burn, and can cause headaches and nausea in nonsmokers. These irritants can have a major impact on employees' morale, productivity and sense of well being.¹⁰
- Forty-nine states and the District of Columbia have some restriction on smoking in public places. Of these states, 45 restrict smoking in government workplaces, and 25 have extended those limitations to private sector workplaces.¹¹
- In August 1997, President Clinton signed an executive order requiring federal buildings to become smoke-free.
- Nearly 70 percent of the United States workforce worked under a smoke-free policy in 1999.¹²
- Prohibiting smoking in the workplace can have an immediate and dramatic impact on the health of workers and patrons. A study conducted in Helena, MT, found that the number of heart attacks fell by 40 percent during a six-month period in 2002 when the city's comprehensive smokefree air law was in effect.¹³
- Bans on indoor smoking have not had a negative effect on the economy. In Florida, the statewide smoke-free law, which took effect July 1, 2003, has not hurt sales or employment in the hotel, restaurant and tourism industries.¹⁴
- In Delaware, there has been an increase in the number of restaurants and taproom licenses since the smoking ban took effect.¹⁵
- In New York City, a study found that business receipts for restaurants and bars has increased 8.7 percent, employment has risen (2,800 seasonally adjusted jobs), and cotinine levels (a marker for smoke exposure) in non-smoking workers decreased by 85 percent since the smoking ban was put in place.¹⁶

For more information on tobacco, review the American Lung Association's Tobacco Morbidity and Mortality Trend Report in the [Data and Statistics](#) section of the website or call the American Lung Association at 1-800-LUNG-USA (1-800-586-4872).

CHFS Focus Health Tip of the week: Don't starve yourself after holiday indulging

By Anne Parr, R.N.

Often after holiday overeating, we tend to starve ourselves in January to lose those extra



pounds. However, that's exactly what *not* to do.

The body needs food every day. If you put on a few extra pounds over the holidays, they're probably fat. Starving yourself leads to losing muscle mass in addition to body fat, which results in a slower metabolism.

To get back on track try:

- ♥ Stocking your pantry with healthier options such as fresh fruits and vegetables, low-fat yogurt and milk, lean meats, dry cereal, and almonds or walnuts for snacking;
- ♥ Taking gift baskets of cheeses and chocolates and cookies to the office to share;
- ♥ Keeping a food journal to make food choices tangible actions, not just thoughts; and
- ♥ Setting one or two initial goals, such as switching from 2 percent to 1 percent milk.

Frankfort Movers, Get Ready!

Reminder: If you are scheduled to move, please be ready at the crack of dawn on the morning of the scheduled move. Have your boxes packed. Being prepared and ready to make the transition lessens the stress and costs associated with the move and speeds the entire process.



Move coordinators should walk the area the night before the move is slated to begin, to ensure that at least the first seven to eight employees scheduled to move the next day are packed and ready for the movers.

Remember, the detailed move plans are currently posted in each lobby. If you have questions, please contact your move coordinator.

Upper west parking lot closed Tuesday, Jan. 25

On the morning of Tuesday, Jan. 25, Section A of the upper west parking lot of the HR Complex will be closed to traffic and parking. The parking lot entrance is on Glenss Creek Road and the restricted area will be the area nearest the HR Complex. A crane will be in place that day to remove and replace elevator equipment from the roof of the building. Access to the parking area will be blocked for at least half of the day.

If you have questions or need further information, contact Paul Weber at (502) 564-2640.

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Online seminar will help with credit questions

By Anya Armes Weber

A free Web seminar may help staff or their clients learn to manage their credit.

The webinar, called "Credit Smart Strategies," will be from 2-3 p.m. eastern time on Tuesday, Feb. 8. It's sponsored by the AARP Foundation and the Association for Financial Counseling, Planning and Education (AFCPE).

A webinar is a seminar held online in real time.

The program is free, but registration is required. To register, visit <http://www.aarp.org/money> and complete the online form.

After logging in to the Web site on Feb. 8, the audience will view a PowerPoint presentation on their computer while listening to a "live voice."

Participants are able to type in questions and receive answers in real time. This feature helps the webinar leader understand the interests or needs of the participants during the session.

Participants will also be asked a series of questions during the webinar and will be able to view the money management habits of other participants.

Judith Cohart, national program coordinator with AARP Foundation's Money Management Program, said one reason for using the webinar format is its ability to reach an audience from the entire country, rather than from a single geographic area. The ability to participate in a seminar "at home" or "at the office" also may elicit greater participation among older adults, she said.

The program will focus on two essential credit strategies, according to Cohart. The first is for consumers to understand why they should include their use of credit in their household budget. The second is the importance for consumers of reviewing and understanding their credit report.

"When people budget their use of credit, they determine how much they are able to pay back each month and, consequently, are less likely to get deeply in debt," Cohart said. "And by accessing their credit report, they are able to determine if it is accurate. While this has always been important, it has become more important with the growing problem of identity theft."

For more information, call Cohart at (202) 434-6276, or email her at jcohart@aarp.org.

The program is free, but registration is required. To register, consumers should visit <http://www.aarp.org/money> to complete the simple online form.

Additional information is available by calling or emailing Cohart at (202) 434-6276, jcohart@aarp.org.

AFCPE is committed to supporting its members in providing Financial Solutions for Life. The Association hosts over 800 international members who provide financial counseling, financial planning and financial education to consumers from all walks of life.

AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole. We produce AARP The Magazine, published bimonthly; AARP Bulletin, our monthly newspaper; AARP Segunda Juventud, our bimonthly magazine in Spanish and English; NRTA Live & Learn, our quarterly newsletter for 50+ educators; and our Web site, www.aarp.org. AARP Foundation is our affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

Employee Enrichment

By Anya Armes Weber



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better will focus on team building, customer service and personal development.

A lot of our happiness depends on having good self-esteem.

If you feel you're lacking self-esteem, you can create a better feeling of personal worth. Here are a few tips from the National Association for Self-Esteem:

- ◆ Be on time. You show respect for others and they will trust you. Those who respect others do not cheat, deceive or steal and are trusted.
- ◆ Say only supportive things to yourself. Convert negative thoughts to think positively about yourself and others. You will be loyal.

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- ◆ Keep your conscience clean. Have courage to do the right things and you will build a good reputation.
- ◆ Take responsibility for your actions and choices -- forgive yourself and others. Forgive and forget the incident and you will be tranquil.
- ◆ Do what you say you will do, when you say you will do it, whether you feel like it or not. Keep your word and you will be reliable.

Visit us online!

To view the online version of CHFS Focus, visit our web site at <http://chfs.ky.gov/newsletter>.